

Employees “BeDASzled” at the Third Annual All-Staff Meeting

Over 300 DAS employees gathered Thursday, September 22 for the Third Annual Employee Meeting. Guest speaker Shirley Poertner shared the importance of telling ourselves “The Rest of the Story,” Cindy Axne (HRE) informed us about the array of training opportunities available, and we were treated to the theatrical talents of our eDAS team and learned about this new program. Mollie Anderson also shared her thoughts on everything we have accomplished so far and what her goals are for the future, as well as addressing some of the questions submitted by employees prior to the meeting, as time allowed. Answers to the rest of the questions can be found at the end of this newsletter.

Feedback on the Third Annual Meeting has been largely positive, with most reporting they felt the meeting was beneficial overall. Your supervisors and/or COOs will be sharing the survey results with you. All of the feedback received will be passed along to next year’s planning committee to make the 4th Annual Employee Meeting even better! If you are interested in helping plan that event, please talk to your supervisor and then contact Marianne Mickelson at Marianne.Mickelson@iowa.gov or 1-6904 to submit your name as a volunteer.

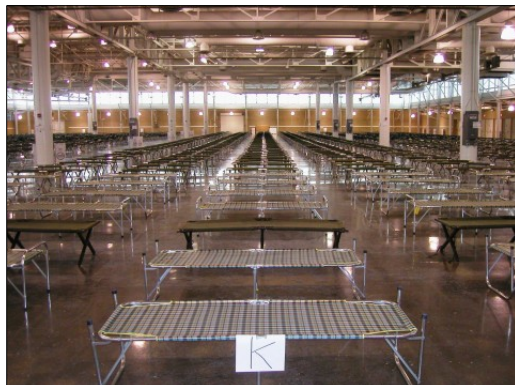
Thanks to everyone who attended and helped put together this year’s meeting!

Dates to Remember

- ✓ Friday, Oct. 21 – Deadline to turn in your One Gift pledge card
- ✓ Oct. 28 – Nov. 28 – Annual Benefits Enrollment & Change Period
- ✓ Friday, Nov. 11 – Veterans’ Day (State Holiday)
- ✓ Tuesday, Nov. 22 – DAS Managers and Supervisors Meeting, 8:30 -11 a.m. in Grimes South Conf. Room.
- ✓ Nov. 24-25 – Thanksgiving Day/day after (State Holiday)

DAS Responds to Hurricane Katrina Disaster

When Hurricane Katrina struck the Gulf Coast states on August 29, DAS was called into action. Governor Vilsack appealed to all state agencies to respond with an inventory of the resources they may have available to assist in a relief effort. The response was quick and generous; agencies started planning together over the Labor Day weekend and into the next week for potential guests from the Gulf Coast states.



Cots set up at the Varied Industries Building, State Fairgrounds

DAS had a large role involving the procurement of goods for Iowa’s relief mission. Director Anderson led the DAS effort, along with over 40 of her DAS colleagues, to procure supplies and create the community for our guests at the Iowa State Fairgrounds. In a matter of hours, DAS arranged to have, for example, technology and telephone services, supplies of all sorts and food for the workers and expected guests. Although not all of the resources proved to be needed, Iowa has welcomed and provided for 1,445 evacuees (latest statewide number according to the American Red Cross). Moreover, this “drill” would show us that, in case of an emergency in

our own state, we know how to work together in a crisis. State agencies viewed this "drill" as an amazing learning tool with several areas for improvement - there is always room for that! Follow-up meetings have been held with state agencies in an effort to review the steps taken and discuss next steps for improvement should Iowa have the opportunity to respond with her resources to another potential mission of this nature.

Observed David Kaili (GSE): "It was with great personal gratification to see everyone working together to complete this mission. I think Iowans would be proud of the effort put forth by government agencies and vendors throughout the state."

Employees involved in the Katrina

Relief Mission: Vic Anderson (ITE), Kenneth Armour (GSE), Tim Brand (Core), Paul Carlson (GSE), Jeanette Chupp (GSE), Pat Clark (ITE), Pam Dickey (GSE), Sharon Downey (GSE), Darrell Fremont (ITE), John Gillispie (ITE/ICN), Tera Harrington (GSE), Steve Harris (ITE), Dean Ibsen (GSE), Bill Jay (GSE), Mark Johnson (Core), Dave Kaili (GSE), Rick Kaili (GSE), Mike Kenworthy (ITE), Scott Krolak (ITE), Diane Kroll (ICN), John Longman (ITE), Deb Madison-Levi (Core), John Manternach (ITE), Dave Marley (ICN), Marianne Mickelson (Core), Kevin Miller (ITE), Emily Narayan (Core), Debbie O'Leary (GSE), Joel Paine (ITE), Ken Paulsen (GSE), Nola Penland (GSE), Vicki Purcell (ICN), Doug Reed (GSE), Tim Ryburn (GSE), Robert Shwery (ITE), Marsha Small (GSE), Randy Stapp (GSE), Barb Sullivan (GSE), Ashley Super (GSE), Darwin Ten Haken (ITE), Lorrie Tritch (ITE), Helen Trowanovich (ICN), Marsha Von Ruden (GSE), Mary Jo Welch (GSE), Nancy Williams (GSE).



DAS employees take a break and pose in the ER

Customer Service Center moves to DAS/Core

Every month, the three staff members of the Customer Service Center – Pat Bequette, Karen Coffey and Emily Narayan – answer more than 900 calls from customers. On October 7, in the next step in unifying DAS' image to our customers and providing even better customer service, the Customer Service Center was formally transitioned to DAS/Finance in the Core group. The CSC had formally been housed in GSE, and while they will still perform the functions they've mastered for that enterprise, their role will be expanded in the DAS spirit of becoming a "shared service" in the Department in order to streamline and use resources more flexibly – two of the goals set forth by Governor Vilsack and Lt. Governor Pederson.

Currently Pat Harmeyer of Finance is working with our three CSC representatives to learn and document everything they do; the next phases will be to assess the needs of service providers and customers. New software will soon be integrated to better handle and track customer calls. All of these changes are an advancement of the Customer Relationship Management (CRM) system, of which eDAS was the most publicized recent development. eDAS has allowed our customers one, simple, online portal for ordering DAS services. This transition of the Customer Service Center is the next step in giving DAS customer service a single, unified "face" – this time the human touch of three incredibly talented women at the front desk!



(left to right) Emily Narayan, Karen Coffey, Mollie Anderson and Pat Bequette

One Gift a chance to give

The 2006 One Gift Campaign, "Together We Can Make a Difference," runs Sept. 23 through Oct. 21. This is a wonderful opportunity for the staff of the Department of Administrative Services to help those less fortunate.

Our department goal this year is \$17,000. For those of you who have contributed in the past, if we each increased our pledge by only \$1 per pay period, we can easily reach our goal. For those of you who have not contributed in the past, please give this consideration. For as little as \$1 per pay period, you can make a significant difference in the lives of thousands of Iowans.



Jan Olson (Core) is the department liaison. If you have questions, feel free to contact Jan at 281-5360 or via e-mail at jan.olson@iowa.gov. Information is also available on the One Gift website: www.state.ia.us/onegift.

Wall of Fame Recognitions for the months of August and September

DAS employees are people you can count on. During the month of **August**, 31 names were recognized on the Wall of Fame. In addition, there were three recognitions for DAS Print staff, five recognitions for CCM staff and a special recognition for those DAS employees who volunteered to work the National Governors Conference. During the month of **September**, 42 names were recognized on the Wall of Fame. There were six recognitions for DAS Print staff and six recognitions for CCM staff. In addition, there was a special recognition from Mollie for the DAS employees who went beyond the call of duty during Iowa's response to Hurricane Katrina. Congratulations to all.

The Wall of Fame bulletin board is located on Hoover Level A. Recognition letters can also be read on the DAS website at http://das.iowa.gov/directors_office/wall_of_fame.html.

More Good Work Noticed – the Iowa Butterfly Award

Iowa government employees have yet another way to receive some much-deserved recognition for "delighting customers with world-class service" through the Iowa Reinvention Partnership's Iowa Butterfly Award (www.iowabutterfly.org). There is no limit on the number of times someone can be recognized. Recently, DAS's own Cory Oelberg (ITE) was nominated by Jim Chrisinger (IDOM) for this distinction for his work on the Charter Agency website.

DAS General Services Enterprise recognized for improving efficiency

On August 30, Iowa's Process Improvement Teams (ZOOM Teams) were recognized at a reception held at the Capitol. The Governor and Lt. Governor hosted the gathering and congratulated team members for their successful performance, while highlighting specific results. Two GSE processes received recognition: the Contract Renewal Process, which reduced contract renewal time from 23 days to 1.1 days (for a savings of 17,600 work days!); and the Design & Construction Administration Process, which reduced the average contract time from 70 days to 22 days, and they expect even more time savings after implementing their new online application. Way to go! (From <http://iowa.regov.org> – read more about GSE's recognition and the work of other state agencies on the Iowa Reinvention Partnership website.)



DAS General Services Enterprise
Contract Renewal Process (left)

DAS General Services
Enterprise Design & Construction
Contract Administration Process
(right)



DAS Employees on the Move

Arrivals

Lisa Elliott, SAE
Robert Fulton, GSE
Joyce Lumadue, GSE
Kari Reed, GSE
Laura Riordan, Core
Jeremy Rogers, ITE
Robert Shwery, ITE
John Young, GSE

Departures

Larry Brennan, Security
Dennis Cowen, ITE - retired
Don Gobel, GSE
Pat Harrison, GSE
Lloyd Hartman, GSE
Braden Hofmeister, GSE
Robert Rayman, GSE
Tom Rinker, GSE - retired
Carol Stratemeyer, Core – transfer to Human Services
Nancy Tomlinson, GSE - retired
Steve Williams, ITE - transfer to Public Health

DAS Employees train for Community Emergency Response Team

Congratulations to DAS staff who have recently completed training: Jerrod Wilier (ITE), Bonnie Weiss (ICN), and Sam Ubaldo (Core).

CERT, Community Emergency Response Team, is a 20-hour course designed to give basic knowledge in several important emergency response areas to citizens. The idea behind CERT is that basic knowledge by people who may be at the scene of an incident can save lives.

The October CERT class is full, but look for information on November's meeting to be coming soon. Registration is free.

Personnel Development Seminars

What are your training and developmental goals? Is there a course that would help you perform your job better? Cindy Axne and Leslie Davenport at PDS are ready to help you reach those goals.

Classes available in November and December include: Conflict Resolution; Creative Thinking and Problem Solving; Grant Management; Introduction to Business Skills; Discipline, Grievances, and the Contracts; Managing Stress Effectively; Business Writing Workshop; Overview of State Government Finances; Minute Taking; Financial Math Refresher; Administrative Law; Project Management; Achieving Communication Effectiveness; Valuing Diversity in the Workplace; and more. Various computer training courses are also available.

Visit the PDS website, <http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm>, for a complete list of class offerings and more information.



DAS NEWS TICKER ... Current Happenings in the Department ...

The **first DAS electronic bills** were issued mid-August to 140 customers. eDAS allows our customers to order the services they need and receive one monthly bill, all online. ... CCM implemented a new program to keep **service checklists** in all the restrooms on the Capitol Complex to show two separate visits per day by staff. ... DAS/Fleet has announced a **“Safe Driver Program”** to recognize the safe driving habits of state employees who drive many miles over multiple years. ... Coordinators are organizing now to kick off the 2005 **Toys for Tots** campaign – get ready to spread some holiday cheer! ... CCM is preparing to switch over to the **heating season** in mid-October and will be securing the A/C for winter. ... Through an agreement with MidAmerican Energy, GSE and Marketing & Communications are working on an **Energy Efficiency Awareness Campaign** to promote energy conservation in the office and at home. ...

Over The Top Recognition Ceremony

Two teams and one individual were recognized in the August 30 **Over the Top** ceremony at the State Capitol Building. Presentations of certificates for the January – April 2005 winners were made by Mike Tramontina, director of the Department of Management, and Director Mollie Anderson.

Both teams recognized have been crucial to the I/3 system. The I/3 Implementation Team includes various ITE teams that have worked long and hard to get the I/3 system implemented and provide support through the first six months. Many extra hours and extra effort has been spent by many of the staff, including Mendy Baugh, Derrick Beery, Matt Behrens, Bogdan Czyz, Dustyn Diersen, Marshall Fuqua, Scott Hill, Adam Kaufman, Mike Kenworthy, John Maxwell, Ken Moore, Louisa Perry, Chris Rhodes, Dave Rowen, John Schneberger, Sharon Sperry, and Tai Wang.

The SAE I/3 Team worked very hard and spent a considerable amount of time working on an I/3 problem that was holding up the payment of thousands of FY05 claims. These individuals include: Brad Berg, Jay



Members of the SAE I/3 Team with Mike Tramontina (far left)

for ITE responsibilities and significantly under budget by more than \$1 million.

This project also was the driving factor in the build out of the Joint Forces Headquarters (JFHQ) in Johnston. He is also leading the way to improve the Hoover building data center facilities for increased cooling, better use of the floor space and improved security. Finally, Russ has played a critical role in providing leadership for the mainframe processing and data storage support for the I/3 project.

Over the Top is a quarterly program to recognize the noteworthy achievements of teams and individuals in DAS for their outstanding work efforts while accomplishing one or more of the Governor and Lt. Governor's four goals: improve customer service, save money, streamline, and use resources more flexibly. Congratulations to all recipients!



Members of the I/3 Implementation Team with Mike Tramontina (far left) and Mollie Anderson (far right)

Cleveland, Marshall Fuqua, Mike Hahn, Roger Johnson, Lori McClannahan, Robin Milne, Susan Neo, Louisa Perry, Lois Schmitz, John Schneberger, Sharon Sperry, and Nick Zasada.

The individual award for the January-April 2005 time period was given to Russ Rozinek, the manager of the ITE data center, which involves supporting many state agencies for their mainframe processing needs. Most recently, Russ has managed the insourcing of a major account – DHS Medicaid Management Information System which will result in a significant increase in this product line.

This project is coming in on schedule



Russ Rozinek (center, with blue folder) being presented the Individual OTT award

Matters of Opinion – A Message from the Editor

DAS Difference is your resource for information on happenings within your Department! Please let w if there are articles you would like to see included, information you would like shared, or any s you would like explored in future issues. – Laura Riordan, 242-5038 / laura.riordan@iowa.gov

"The way we communicate with others and with ourselves ultimately determines the quality of our lives" – Anthony Robbins

Q & A from the Third Annual DAS Employee Meeting September 22, 2005

Prior to the Third Annual DAS Employee Meeting on September 22, 2005, employees were given the opportunity to anonymously submit questions. Not enough time was available during the meeting to answer all of the questions received, so those that were not addressed during the meeting are answered below. In any instance when the question was specific enough that it may have given away the identity of the employee, that question was not published but answered privately through the appropriate COO. In a few instances, similar or identical questions were blended together for simplicity. Please continue to ask questions and provide feedback – it's important to us to hear from you.

#	Question	Answer
General and Department-wide questions, answered by Mollie Anderson		
1.	How do you plan to regain the trust of employees who have seen their coworkers demoted for no valid reason?	I think trust is something that is built over time and I think that we cannot look at one audience as it relates to trust. We have to build the trust of our customers; we have to maintain the trust of Iowa's citizens, the policymakers, and our employees. As I said in the all-staff meeting, the reason for doing a classification study has to do with external and internal equity, to ensure that our customers are receiving the price that is fair and equitable, ensure that our wages are competitive internally within the enterprises and externally with our customer agencies. While I regret that some employees' classifications have been lowered, in the scope of things, we need to realize that 10% have been negatively impacted and I am committed to do everything I can to try to minimize that as much as possible, but I can't do that at the expense of the citizens or our customers. -MKA
2.	Will there be any major changes in DAS in the upcoming fiscal year such as size of agency, budget impacted because of gasoline prices or because of natural disasters (Katrina).	Our budget and our mission are always affected by the things that are going on in our environment, national policy, state policy, and fiscal stability. It is clear that DAS manages issues like travel, heating & cooling of the buildings, etc., that are certainly affected by the current crises that have occurred in the Gulf. This will create increased expenditures for state government and will also affect the overall economy and the ability of the state to continue the growth that has occurred over the past years. We will work with the legislative body and have proposed an offer which anticipates this budget. Our hope is that it will be funded and that our internal operations will not be negatively affected. The legislative budget process begins in earnest in January 2006, and we will work to keep you informed through the DAS newsletter. -MKA

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#	Question	Answer
3.	Whatever happened to opportunities for promotions?	All openings in DAS are posted through DAS-HRE. All postings must be posted for a minimum of 5 days. During the '05 fiscal year, we hired 38 new employees – half (19) of those came from within state government. It is always in our best interest in our business to serve the customers to get the most qualified candidates. It is my hope that DAS employees will continue to apply for positions that come open and we will give each internal candidate serious consideration. -MKA
4.	A year ago all of DAS had to fill out PDQs. As of this date, DAS employees have not received any information from Iowa Department of Personnel or DAS management. This is for all DAS employees who have asked for Class Title changes.	Please note that there is no longer an “Iowa Department of Personnel.” A memo was sent to all employees, notifying them that there would be an agency-wide classification study. The classification studies are completed by DAS-HRE and there are only two people who are currently engaged to complete all of the classification studies for DAS. DAS’ classification requests are no more important than other agency requests. Our expectation was that it would take a full year and we established a schedule to get those done. Unfortunately, there have been numerous questions and delays in the process of staff completing PDQs and as the schedule falls behind in delivering answers or responding to appeals, it has negatively impacted the ability of these two staff to deal with the other classification studies that are pending. Our hope is that we will have the study completed by the end of the year. -MKA
5.	Was it the intention of the all department PDQ review to downgrade employees in order for the department to save money?	As I said in the previous answer, this is certainly not my intent and if you think about it, employees are our greatest resource we have to get the work of DAS done, and it would make absolutely no sense to negatively impact morale and hope that we would still be able to achieve good results. -MKA
6.	What is the purpose of attending these all staff meetings, when our workload is so heavy? Couldn't the head of each enterprise attend the meetings and then pass on whatever information that is necessary? Then it wouldn't cut into the work day and we could continue to give good customer service without interruptions.	I appreciate your candid feedback and we will certainly take that into consideration as we plan the next meeting. Contrasting your opinion, I always have numerous requests for an opportunity for all employees to get together. I will take under advisement your concern and I will look at it in the context of the evaluations we have received for this meeting. The majority of employees who responded to that evaluation felt that the time spent was valuable. I am concerned that you do not feel this is a valuable format to receive information and we will seek to improve the meeting in the future and may consider your request. -MKA

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#	Question	Answer
7.	<p>Why, when scheduling meetings, etc., do you not take into consideration the work loads and time frames that must be met by all DAS employees and not just what is convenient to a few?</p> <p>Example: SAE mornings are very time sensitive. By scheduling these meetings and other things in the morning, it makes it very hard to get everything done on time. This to me is not good customer service.</p>	<p>Again, thank you for the feedback. It is very important to us to make the annual meeting an event that is a valuable and constructive part of your involvement in the Department, and making the timing of the meeting work with your schedule is certainly an important element to making that happen. DAS is made up of many different kinds of organizations, however, and finding a date and time which is perfect for all participants is almost impossible. I will make sure your concerns are taken into consideration as we plan next year's meeting. -MKA</p>
8.	<p>The customer service between enterprises is not good at all.</p>	<p>As I said in my comments at the meeting, DAS is our label. We have four distinct enterprises who are part of that label and my expectation is that we must work together to ensure overall customer satisfaction. After all, we all have the same customers and when we internally disparage other enterprises, we are sending a negative message to customers about all of DAS. My hope is that you will treat each others respectfully and my expectations are that we treat each other with a level of respect you would want returned to you. If there are problems within the enterprises, I expect them to be handled within the enterprise, by bringing the issue to the appropriate supervisor, manager, or Chief Operating Officer. They will, in turn, raise that issue to me and we will address your concern. -MKA</p>

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#	Question	Answer
9.	Is it possible to have a staff meeting without someone from our Director's Office sitting in on the meeting taking notes of everything that is said? Sometimes there are questions we would like to ask, but are afraid because we have that feeling that "Big Brother" is watching us.	All that I can say is that I am surprised by this concern. I don't believe this is the standard practice of the Director's staff (Core). There have been times when the Director's staff has attended enterprise meetings, but I do not believe that is a regular practice. It would be my hope that if someone from the Director's staff does attend your meetings, you would view this as an opportunity to speak up with your concerns. If you are uncomfortable doing that in that format, my belief is that you have plenty of opportunities, when someone from the director's staff is not present at your meetings, and you can make your feelings known to your supervisor, manager, or Chief Operating Officer who can, in turn, relay that message to me so that I can respond to your concern. My hope is that if someone from the Director's office does attend staff meetings, employees would view this as being an opportunity for that person to learn more about what your unit/enterprise is doing. If there are issues which you prefer to have me answer directly, I would encourage you to send me an email, confidentially, and I will personally respond to you. -MKA
10.	If you could do it over again, what one thing would you have done differently in starting up DAS?	I would have taken more time to put together the organization, spend more time with our customers discussing their ideas about what was working and what could be improved, listen more carefully to staff concerns, understand our financial resources and shortfalls and financial health, and deal with bad news early. However, as you know, we only had a two-month window of time between the time the DAS legislation was passed and when DAS was to be "up and running." Given that timeframe, I am proud of what DAS is today, but that is not to say that there are not areas of improvement that can be made. -MKA
11.	When are we going to start doing things electronically and get away from the paper pushing methods?	I appreciate your suggestion. I believe it is important for us to constantly look at ways to redesign. If you have specific ideas about things that should be automated, I would appreciate more detail. -MKA
12.	What is DAS' highest achievement over the last fiscal year, and why?	The implementation of eDAS is a big achievement for this Department and for the State of Iowa. Not only did it take a tremendous amount of effort, dedication and teamwork from many of our employees, but it reflects a true accomplishment of the Governor's goals to improve customer service and streamline services, while making a big advance in e-government for the state. I think that's something we can all be proud of. -MKA

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#	Question	Answer
13.	What areas of improvements are we going to focus our time and money, and why?	<p>Financial management, financial health of the organization, saving money, streamlining our processes, improving our customer culture. I outlined these six specific goals at the employee meeting:</p> <ol style="list-style-type: none"> 1. Improving customer service <ol style="list-style-type: none"> a. Creating a DAS customer culture b. Customer Relationship Management (CRM) - eDAS c. Fewer complaints d. Customer Council satisfaction e. Employee satisfaction 2. Improving efficiency <ol style="list-style-type: none"> a. Reduce red tape b. Redesign our processes to save time & money c. Share resources across enterprises d. Use technology like I/3 e. Create better standards 3. Improving the vitality of our human resources and internal systems <ol style="list-style-type: none"> a. Staff development plan b. Workforce planning c. Minority recruitment d. Capitol management e. Building management f. I/3 g. West Capitol Terrace 4. Tell our story <ol style="list-style-type: none"> a. Leave a clear picture of what we have done and the way our structures and processes work b. Identify issues that the next Governor might want to address c. Document the successes and savings we have achieved 5. Provide value-added DAS services that will fit the Governor's core goals relating to: <ol style="list-style-type: none"> a. Education b. Economic development c. Public safety d. Health 6. Improving the financial management and viability of our businesses within DAS <ol style="list-style-type: none"> a. Establish a clear tracking system that allows every employee to understand the financial health of the businesses they manage b. Set a goal that all businesses are in the black by the end of calendar year 2006, having at least two months of receipts in the bank. <p>Each and every one of us will have a part in realizing the accomplishments of these goals. -MKA</p>

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#	Question	Answer
14.	How would you grade our department, each enterprise, and why?	While I appreciate the desire to do that, I don't believe that we can give the department one overall grade and I also believe that it would not be helpful, knowing how hard everyone is working to implement something that is brand new, to create more competition between the enterprises. My hope is that the measures we have laid out – customer satisfaction, financial health, monthly financial evaluation – is a good thing for us to focus on. -MKA
15.	Why is employee recognition kept secret? I believe that “Over the Top” awards and special recognitions are given out by the Governor and the recipients are never announced to all of the employees in the department. WHAT’S THE BIG SECRET?	I am disappointed by this question because I believe in the newsletter we have identified the Over The Top awardees; that the Governor’s Golden Dome awardees are recognized in the newsletter, plus I recognize each of the nominees in their individual enterprise staff meetings; and I believe the Wall of Fame, which is updated on an ongoing basis, are all ways we recognize the wonderful things our employees do. I frequently write emails and letters to individual employees about the successes they have had and express my appreciation. My hope is that you are getting this information during your enterprise staff meetings, or it is being shared by your supervisor, manager or Chief Operating Officer. This information is also posted on the DAS website. The website is updated frequently and it is my hope that employees are frequently checking that website, reviewing the information. If you have concerns about the website, please contact Deb Madison-Levi. -MKA
16.	Have you thought again about a possible reorganization within DAS – that possibly there are still employees and job functions that are currently in the wrong sections?	I believe that in an entrepreneurial organization we must always be willing to make changes. I do not anticipate we will ever establish a permanent structure. In a marketplace environment, we must be willing to change to meet customers’ needs. My hope is that we will try to anticipate those needs, give adequate notice, and if a change does need to be made that it is made in such a way as to not disrupt the security of our employees. I hope you will look at the fact that we have had very few layoffs and very few downgrades and find solace in the fact that we have been able to thrive in this new environment in a positive way. -MKA

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#	Question	Answer
17.	DAS is a customer focused department. Why are some individuals within our own department allowed to be rude, nasty, yell and completely uncooperative to other employees within DAS. Some of these individuals are just allowed to run rampant and do whatever they want to fellow department employees and we see them get praised by the management staff. This doesn't seem to be the attitude that DAS projects to be.	I agree with you completely. The instances you describe are not the attitude or behavior that we want displayed within our department. If there are employees who are acting in a threatening way or creating a hostile work place, whether those employees are the on-line staff or supervisors, there are policies in place for employees to bring those issues forward. I do not tolerate people who badger others and have, on occasion, counseled employees, managers and supervisors regarding their behavior. If improper behavior is brought to my attention, to the attention of the supervisors, or the Chief Operating Officers, my expectation is that we would respond with the care and concern to investigate the issue properly and follow up with disciplinary processes, if merited. -MKA
18.	We are one department, DAS. Why does it feel like some of the enterprises still think and represent themselves as a separate department?	I think we have to remember that we are roughly a 3-year-old department and that many of these separate entities were in place for as long as 30-50 years prior to DAS. Many employees' identities are with those other enterprises and it will take time for people to feel part of DAS. My hope is that annual meetings and opportunities to highlight the savings that are created by utilizing resources in one department versus separate enterprises, is one way of encouraging people to do that. However, people tend to see what they do every day and feel a part of that. It is not bad if individuals' identities are really with the enterprises and no so much with DAS; it would be no different than a large corporation where you worked on one product line and you had your identity with that part of the company. I do not perceive that to be bad. Competition, also, is not all bad. We must learn from each other and find good ideas that will serve each other. I believe this will all improve over time. -MKA

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#	Question	Answer
19.	Why is it that, in this modern day of electronics, when the work in question can easily be performed from alternate locations and the federal government is encouraging employee work from home hours, some enterprises within DAS are not allowing their employees to work from home at all, even when health issues are the basis for the request?	Telecommunication is a topic which many employees have strong feelings and so do citizens. Many people believe that, to serve our customers well, we must be available and accessible to them in the state office buildings. The federal and state governments need to continue to examine ideas like this and in light of energy issues which are currently on the forefront, it may cause us to re-evaluate our decisions about this. The primary issue with telecommunicating is the need to supervise the work being done and the accountability to citizens. Until we have a change in opinions about those issues, I believe government will tend to believe that its employees must be visible to the internal employees we serve and the external customers and citizens who need our services. -MKA
20.	What happens in 14 months?	I did receive a number of comments regarding the 14-month comment I made at the staff meeting and the fact that some employees would like to look at their jobs much longer than 14 months. I certainly encourage employees to believe that their jobs and this department will go on long beyond the Vilsack-Pederson administration. My comments about the 14 months had to do with the time that I will be here and the time that I have to influence the direction of the department. My belief is that it is important for leaders to always take stock of the things they want to accomplish in the time they have available to do that. It is important for leaders to articulate what they want to accomplish and I did so in the meeting. Please do not see that as a stop and starting ending point for your work, but more an indication of the things I would like to get done during the time I am here. -MKA
21.	Being in the marketplace, how are we supposed to make up for the lost time/hours used by attending these meetings?	I appreciate your concern about how to bill your time, but I would tell you that whether you are in the public or private organization or in an entrepreneurial organization, companies must find ways to make enough on the products they serve to be able to cover things such as vacation, holidays, illnesses, company meetings, because there is a need for those activities. No private business I am aware of bills 100% of the hours that employees are engaged working for them. It is unreasonable to think that DAS employees will do that either. What we have to do is figure out a way to have competitive prices which will allow us to cover our expenses and allow our employees the opportunity to have training, be able to attend staff meetings, be able to take vacations, and not create a situation where we negatively impact the security of your jobs. I believe we can do this. -MKA

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#	Question	Answer
Finance-related question, answered by Mollie Anderson and Denise Sturm		
22.	I am in the Core group/Finance area. We never have a staff meeting for all of the area. Do you expect all Enterprises to have all employee meetings? Why doesn't Denise Sturm? Do you send out information and expect this information to be distributed to all staff?	Employee communications and staff meetings are important. Regular ELT meetings provide members with the opportunity to share information that is expected to be shared with employees. The number of meetings often depends on the mission of the organization; I will not dictate, but believe the meetings should be frequent in nature. – MKA I do have all employee meetings when appropriate. I had one in June and typically have one every quarter. Because of the tremendous workload for my staff the past three months, I have not had any meetings. Thanks for your question. –DS
ITE-related questions, answered by John Gillispie		
23.	Why does ITE have so many contractors?	ITE uses contractors to allow it to provide necessary resources for application development or specific short-term needs. Applications development, by its nature, is a volatile, demand environment, and hiring full-time employees could lead to future layoffs if demand for services falls. Use of contractors allows ITE to provide the necessary resources for application development services required by customers and avoid future layoffs. -JG
24.	The I/3 system is the biggest money drainer and largest failure in the State of Iowa's IT history. Why are project team members being given awards for contributing to this failure? Why aren't people working on successful projects being given awards? Let's stop misleading people.	There are obviously different perspectives on any major project, however I/3 is neither a failure nor a money "drainer." Any large system undertaking has significant challenges and risks. Overall the implementation of I/3 continues to be a challenge for the project team but progress continues to be made daily. Awards for the I/3 project members reflect their dedication and commitment to meeting the requirements of state government and are well deserved. Other teams have been recognized for their accomplishments as well. -JG

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#	Question	Answer
25.	Can the web blocking software be set up a bit differently from one enterprise to another, or from one Department to another? For example, let's say one COO finds it good HR policy to allow limited personal email use, per Work Rule 11, and wants to allow employees to access their paid personal email services from their work PC on occasion. However, another COO doesn't want to allow that access. Can it be set up that way so that different Directors/COOs can monitor their employees' Internet use in different ways?	Implementation of WebSense capabilities was based upon decisions reached by the Director of the Department of Administrative Services. Since the DAS is a single department, the decision to treat the operating enterprises identically was made. -JG
26.	Why was GSE Printing moved to ITE?	GSE Printing and ITE Print services are migrating very quickly technologically to similar platforms. In order to leverage synergies in technology investments and personnel, the groups have been merged to capitalize on these opportunities in the future. The private sector has been and is doing similar consolidations in order to gain these synergies. -JG
HRE-related questions, answered by Nancy Berggren		
27.	How does vacation earned change for employees with new contract? Same for non-contract?	There was no change to vacation accrual, only to sick leave accrual as a result of the sick leave incentive program. -NB
28.	Is the sick leave incentive program available for non-contract merit covered employees?	The Legislature included in the Salary Bill intent language to extend the sick leave incentive program to non-contract executive branch employees. In order for that to become law, it must be enacted during the upcoming legislative session. We will not know for certain until such legislation is passed. -NB
29.	When will we be receiving information regarding the AFSCME contract changes for sick leave hours being converted to dollars for employees to use towards the cost of medical and dental insurance when we retire?	The AFSCME contract has been printed and distributed, which includes the basic information about the new program. A committee is working to resolve all the procedural details and develop informational materials to be distributed. Some basic information will be available with the annual benefit enrollment and change documents to be distributed within the next few weeks. More detailed information, including a website, will be available in December. -NB

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#	Question	Answer
GSE-related questions, answered by Paul Carlson		
30. – 35.	Can we have a better laundry service? Our cleaning rags and mops are not getting clean. ... Can we have better towel paper and paper towels? Customers complain about it. ... Can we have better equipment for the custodians? ... The Capitol spot cleaner does not work and nothing to get coffee off floor. ... Can we have some good mops? They are all old and ragged. ... Can we get a power washer so we can clean out barrels and our docks and behind our compactor?	Paul and the GSE management team will review and evaluate these concerns. As necessary, changes will be implemented. Please continue to voice your concerns through AFSCME or individually to Paul. -PC
36.	Can we come in at 4:00 a.m. rather than 5:00 a.m., so we can get more done ahead of customers' hours?	This will be discussed with AFSCME and management. -PC
37.	Can we have more custodians, at least one more in each building?	Our current budget does not permit adding more staff. -PC
38.	A ceremonial person gets paid by ceremonial and a general assembly gets paid by general assembly. What if a ceremonial person gets called for overtime in a general assembly building? Who will be paying for that overtime services? Should ceremonial people only do ceremonial overtime only?	The area that incurs the overtime will pay for the overtime cost. -PC
39.	How are you going to deal with the overtime corruption in the maintenance department?	Overtime assignments are consistent with the current AFSCME contract. -PC

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#	Question	Answer
40. – 43.	On these restroom cards when somebody hits 25 years in and the card has 20 years on it. Are you going to spend all that money changing them? ... The cards will end up in the toilet or under the sink!! I think it's a bad idea. ... We should be using that money towards new equipment instead of those restroom cards! ... Instead of spending money on those restroom cards why don't we buy better mop heads, dustex and dust mitts? But I know after you read this question it will end up in the trash!	<p>The cards indicating who is servicing the restroom will provide blanks for employees to fill in their name and, if desired, years of service. Because the number of years will not be printed on the cards it will not be necessary to reprint cards when information changes. These cards are currently being printed and will provide an inexpensive way for our customers to put a name with the face of the DAS employee providing them service. We hope it's also a way for our employees to take pride in their work.</p> <p>The restroom checklists, which are already in place across the Capitol Complex, have been receiving positive comments from our customers, who say they appreciate knowing when their restroom has been cleaned. -PC</p>
44.	Is it possible to get warm water available in our bathrooms [Grimes Building]? It's not very sanitary to wash hands in freezing cold water. It's also very difficult to wash hands in frigid water during the wintertime.	There was recently an issue in the Grimes building that caused problems with the hot water. We have been working on resolving those issues so a comfortable water temperature in the restrooms is maintained. -PC
45.	Is Vehicle Dispatch ever going to implement a car pooling system to save fuel for employees that travel across the state?	This idea is currently being discussed. -PC